

Cardiff and Vale UHB Framework for Working with the Third Sector

Action Plan 2017/18

Strategic Principle: Empower the Person

- ***Support people in choosing healthy behaviours***
- ***Encourage self-management of conditions***

Theme	Action	Who (lead in bold)
<p>1.1 Maximise third sector relationships and knowledge of communities to influence behaviours and support people in choosing healthy behaviours and to build community resilience</p>	<p>a. Targeted Making Every Contact Count (MECC) rollout to third sector and volunteers.</p> <p>b. Work with the existing network of MECC trainees, to maintain their ability to influence using the most up to date information and explore the impact they are having.</p> <p>c. Continue to promote an annual programme of public health messages supported by a work plan which identifies opportunities for equipping the third sector to deliver consistent timely interventions. This includes campaigns relating to smoking, flu immunisations, and mental health awareness.</p>	<p>UHB Public Health Team, HSCFs and cavamh, UHB Volunteer Services Manager</p> <p>UHB Public Health Team and HSCFs</p> <p>UHB Public Health Team, HSCFs and cavamh</p>
<p>1.2 Unlock the value of volunteering in the community and develop champion roles which support health and wellbeing</p>	<p>a. Work with third sector organisations to increase the range and diversity of volunteers in the UHB</p> <p>b. Work with third sector and community groups to deploy their volunteers in the UHB and primary and community care</p> <p>c. Explore funding opportunities to extend volunteering for people with mental health needs</p> <p>d. Partnership working with local Universities and Colleges to proactively engage and unlock the potential of recruiting students studying for a Health Profession.</p> <p>e. Champion the involvement of volunteers as part of The Orchard project and Horatio's Garden project</p>	<p>UHB Volunteer Service Manager and CVCs</p> <p>UHB Volunteer Service Manager and CVCs</p> <p>Cavamh with GVS, C3SC and VCS</p> <p>UHB Volunteer Service Manager</p> <p>UHB Engagement Lead for SOFW in the Community, UHB Volunteer Service Manager</p>

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Strategic Principle: Home First

- ***Enable people to maintain or recover their health in or as close to home as possible***

Theme	Action	Who
<p>2.1 Deliver third sector services as part of integrated health and social care provision in the community</p>	<p>a. UHB Commissioning Intentions 2017/18 to include more explicit reference to the need for service specifications to demonstrate consideration of the potential role of the third sector</p> <p>b. Use UHB bi-annual cross-cutting performance meetings between the Executive Team and Clinical Boards to challenge existing collaborative practice and to explore opportunities for increased integration with the third sector</p> <p>c. Build on, and support, current alignment of third sector organisations to the CRTs/CRS, Contact1Vale, neighbourhood and locality teams, GPs, GP clusters and perfect locality concept</p> <p>d. Identify further opportunities for co-location and integration of third sector into multi-disciplinary teams which support the principle of Home First and concept of the perfect locality</p> <p>e. Support the primary care cluster-based Wellbeing Co-ordinator programme to work in an integrated and co-ordinated way with local third sector organisations.</p>	<p>UHB Head of Outcomes Based Commissioning</p> <p>UHB Head of Outcomes Based Commissioning</p> <p>HSCFs and cavamh</p> <p>HSCFs and PCIC Locality Managers</p> <p>Public Health lead manager, HSCFs and cavamh</p>

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<i>Strategic Principle: Outcomes that Matter to People</i>		
<ul style="list-style-type: none"> <i>Create value by achieving outcomes and experience that matter to people at an appropriate cost</i> 		
Theme	Action	Who
3.1 Adopt a co-productive approach , drawing on third sector expertise to design services as part of integrated health and social care provision in the community	a. Utilise a variety of mechanisms for exploring ideas and generating solutions for innovative design of H&SC services to support the regional integration programme	HSCFs, cavamh, UHB Planning Team, IH&SC Team
	b. Focus on working with individual Clinical Boards to determine what approach to working with the third sector might work best for them.	HSCFs, cavamh and UHB Clinical Board
	c. Continue to ensure that the third sector is a key stakeholder in the implementation of Shaping our Future Wellbeing and in the development of other key UHB and NHS Wales Collaborative strategies and service models	UHB Planning Team and HSCFs
	d. Work with third sector and citizens to shape future community services in relation to Health & Wellbeing Centres & Wellbeing Hubs as part of the Shaping our Future Wellbeing : in the Community Programme	UHB Corporate Strategic Planning Lead with HSCFs
	e. Work with UHB Patient Experience Team (PET) to ensure joint UHB and third sector input into delivery of services in current UHB Information and Support Centres in UHW, UHL, Barry and CRI.	UHB PET and HSCFs
3.2 Support the involvement of service users and carers in health and social care planning	a. Work with third sector networks to engage with local communities on implementation of key UHB and NHS Wales Collaborative strategies and service proposals. Utilise wide range of mechanisms to provide opportunities for engagement and influence.	UHB Planning Team and HSCFs

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Strategic Principle: Avoid harm, waste and variation

- *Adopt evidence based practice, standardising as appropriate*
- *Fully use the limited resources available, living within the total*
- *Minimise avoidable harm*
- *Achieve outcomes through minimum appropriate intervention*

Theme	Action	Who
<p>4.1 Fully use local third sector infrastructure arrangements to forge new alliances, build capacity and develop innovative solutions</p>	<p>a. Ensure third sector has a central role in the delivery of outcomes based on the recommendations of the “perfect locality” specification</p> <p>b. Ensure there is third sector representation in partnership and planning structures including integrated health and social care arrangements. Utilise third sector infrastructures to enable wider third sector to have influence and voice, to complement strategic HSCF contribution.</p> <p>c. Update HSC Facilitator Action Plan to ensure it is aligned to the Framework for Working with the Third Sector and supporting action plan for 17/18, identifying joint work, lead areas and specific Vale and Cardiff areas of work. Maintain regular liaison with Cavamh to best utilise resources and avoid duplication.</p> <p>d. Undertake analysis of H&SC and associated CVC Networks to ensure networks have diverse membership from wide range of third sector organisations.</p> <p>e. Produce, and disseminate information about third sector services, new initiatives, research, case studies and best practice in response to specific requests for information or in response to specific issues. Align to UHB priorities, Clinical Boards, national, regional and local policy as appropriate.</p>	<p>Director of Public Health and HSCFs</p> <p>HSCFs, UHB Planning Team and Integrating H&SC programme team</p> <p>HSCFs and UHB Planning Team</p> <p>CVCs and HSCF</p> <p>HSCFs and UHB Planning Team</p>

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	<p>f. Map third sector services in the Vale and Cardiff in response to specific areas of work, e.g. perfect locality, and work with third sector and statutory sectors to ensure accurate picture of community services.</p> <p>g. Utilise UHB Health Charity's third sector funding allocation to support small scale third sector projects which align to the UHB's priorities and strategic principles.</p>	<p>HSCFs and cavamh</p> <p>HSCF and C&V Health Charity</p>
<p>4.2 Strengthen operational links between third sector and front line NHS staff to explore potential collaborations to improve outcomes for people</p>	<p>a. Develop case studies to illustrate the contribution made to health and social care services, focusing on UHB priorities</p> <p>b. Third Sector, through GVS, C3SC and Cavamh, to promote Dewis (Cymru) digital portal, to increase UHB and primary care signposting to third sector services and build knowledge of potential collaborators.</p> <p>c. UHB to promote the use of Dewis (Cymru) to operational staff to support appropriate signposting to third sector organisations.</p> <p>d. Produce targeted information briefings for Clinical Boards and other health and social care staff, focussing on those which have the direct relevance to UHB priorities.</p> <p>e. Ensure wide circulation of UHB information, to increase awareness amongst third sector of UHB's services and plans.</p> <p>f. Third sector and UHB to collaborate with Cardiff University to deliver an innovative Bee project</p>	<p>HSCFs and Cavamh</p> <p>HSCFs and cavamh</p> <p>UHB SS&WB Act leads</p> <p>HSCFs</p> <p>UHB Independent Board member and CVCs</p> <p>UHB Engagement Lead for SOFW in the Community, University and partners</p>

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<p>4.3 Support the adoption of best practice in commissioning and procurement with the third sector</p>	<p>a. Utilise the outcome of feedback and learning from the 2016/17 procurement exercise involving third sector and the findings of the Framework Review undertaken in 2015 to inform a review of the UHB Commissioning Framework, and ensure third sector involvement in the development of a new Commissioning Framework.</p> <p>b. Explore opportunities for commissioning and procurement training and support for the Third Sector to facilitate collaborative working across sectors and preparedness for procurement</p>	<p>UHB Planning, Commissioning and Procurement Teams and HSCFs</p> <p>UHB Commissioning and Procurement Teams and HSCFs</p>
<p>4.4 Share learning, resources and skills across the sectors</p>	<p>a. HSCFs and cavamh to work with the UHB Assistant Director of Organisational Development and Planning Team to explore opportunities for shared and joint training opportunities and better understanding of the role of the third sector across the UHB</p>	<p>HSCFs, cavamh, UHB Asst Dir of OD and Planning Team</p>

Key Markers of Success

Empower the Person

- Identification of new volunteering opportunities in local health and social care settings, with an emphasis on increasing the range and diversity of those opportunities *(lead for delivery – UHB Volunteer Services Manager)*

Home First

- Identification of specific examples of co-location or integration of third sector into multi-disciplinary teams supporting the implementation of the perfect locality model *(lead for delivery - ?? PCIC Locality Managers)*

Outcomes that Matter to People

- Strengthened relationships between each clinical board and third sector as demonstrated by:
 - Evidence of work with HSCFs and the outcome of that work
 - Evidence of greater involvement of wider third sector and outcome of that collaboration *(lead for delivery – Clinical Boards)*

Avoid Harm, Waste and Variation

- Development of UHB Commissioning Framework, with robust recognition of the role of the third sector within that Framework *(lead for delivery – UHB Head of Outcomes Based Commissioning)*